

2024 Healthy BlueSM Transition

On Jan. 1, 2024, Healthy Blue transitioned under BlueChoice® HealthPlan. While Healthy Blue continues to follow the South Carolina Department of Health and Human Services guidelines for covered services, there are a few changes that took place:

ID Cards

Current and new Healthy Blue members are receiving new identification (ID) cards that include new group numbers, PCNs, and RX Bin numbers. This information is located on the front of their ID card. On the back of the ID card, there are important member and provider phone numbers. Be sure to request a copy of the member's new ID card on or after Jan. 1, 2024, and at each visit.

Note: Member assignment remains the same.

New Provider Manual

The new provider manual provides a wealth of information. It includes administrative information, reimbursement policies, claims information, utilization management, and much more. To ensure you have the latest information, we ask that you do not print the manual. Instead, visit www.HealthyBlueSC.com to review the current version.

Claims Filing

The following options are available to submit claims:

- Electronically through your clearinghouse.
 - Check with your clearinghouse for the appropriate payor ID.
- Electronically directly to payor.
 - Use payor ID 00403.
 - For set up and additional information, contact EDI.Services@bcbssc.com.
- Online through [My Insurance ManagerSM](#) (MIM).
- By mail at P.O. Box 100317, Columbia, SC 29202-3317.

Note: For dates of services on or before Dec. 21, 2023, you can submit claims electronically through your clearinghouse, directly to the payor (using payor ID 00403) or through Availity.

Authorizations and Benefits

Authorizations and benefits can be obtained online through MIM or by calling Provider Service at 866-757-8286.

New Website

Healthy Blue's website has a fresh layout with new information available.

Provider Enrollment

[My Provider Enrollment Portal](#) continues to be the source for your credentialing needs and practice updates. You must have your Medicaid ID number prior to enrolling into the Healthy Blue network.

For additional information on the 2024 transition, review the available frequently asked questions online.